

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 9/22/2014

## Incident Details

VQ-10666952-5936

Document Number: I1490345A

Report Number: 20140922-7F028-2147440746

Report Submitted Date: 9/22/2014

Who You Are: Consumer

Incident Description: SUMMARY: This vehicle was recalled in late March 2014 to fix the problem of the passenger air bag light coming on intermittently, creating a safety problem for adults in the passenger seat. The car was serviced with the software fix. It failed to fix the problem. Both the dealership, Dick Smith Nissan on Fernandina Road, Columbia, SC, and NissanUSA state it cannot be fixed and "there's nothing more they can do." Adult front-seat passengers, including a 160-pound male remain unsafe.

DETAILS: We saw the problem early in the lease and asked the dealer about it. We were told (1) the adult passenger is in fact unsafe while the light is on; (2) the problem was the owner's weight (110) because sensors thought she was a child; (3) there was nothing that could be done because analysis of the data from the car's computer did not indicate a malfunction, and they could not replicate the problem. We returned to the dealer two more times about this with the same outcome.

Then the recall was issued, and the car was serviced with a software fix on 5/5/14. The problem recurred. Among other events, the light came on twice with a 160-pound man in the passenger seat. I have a photo of one of these events taken on Saturday evening, 9/13/14.

We have tried to engage both the dealer and NissanUSA in dialogue about fixing our car or getting another that is safe. Their response, echoing one another: "The problem can't be replicated, so it can't be fixed. There's nothing we can do."

CONCLUSION: We have a car that is unsafe for any adult in the front passenger seat, and the problem is not fixable, and nobody will do anything about it. We should neither be stuck with a car already admitted to be permanently unsafe, nor bear the cost of getting rid of it.

Incident Date: 9/13/2014 This is an estimate

## Product Details

Product Description: 2013 Altima sedan

Product Category: Automobile

Product Type:

Brand Name: Nissan

Manufacturer /

Importer /

Private Labeler Name:

Model Name or Number: 1N4AL3AP8DC [REDACTED]

Serial Number:

Date

Manufactured:

Manufacturer

Date Code:

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Manufacturer Not specified

Address:

Manufacturer

Website URL:

Manufacturer

Phone Number:

Retailer: Dick Smith Nissan

Retailer State: SC

#### Additional Details

Purchase Date: 3/1/2013 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. N/A

The product was modified before the incident. N/A

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: Used online contact for at NissanUSA.com

#### Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], Columbia, South Carolina, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

#### Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in Yes, you may include my Report with any attachments on SaferProducts.gov.

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CPSC's Public  
Database?

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146